



# COMMISSIONER OF FINANCIAL REGULATION - 43004009

(37902)View Details

Job Postings (1)

Status : Open Hiring Manager : SHERRI BRALEY Age : 0d

Talent Pipeline Hide Talent Pipeline

View active candidates (16) View all candidates (17)

|                |                       |           |             |                    |                    |            |                    |
|----------------|-----------------------|-----------|-------------|--------------------|--------------------|------------|--------------------|
| Forwarded<br>0 | Invited To Apply<br>0 | New<br>16 | Review<br>0 | 1st interview<br>0 | 2nd Interview<br>0 | Offer<br>0 | Ready to Hire<br>0 |
|----------------|-----------------------|-----------|-------------|--------------------|--------------------|------------|--------------------|

Candidates :View all candidates (17)

Action 0 Selected

Filter Options

Enter Applicant Name

- Name
- Acey Stinson
- Arthur Garcia
- Christopher Jenkins
- Daniel Thommen
- David Kister
- DEBORAH DEAN
- Donald Hudgins
- Eric Sorensen
- George Schwyzer
- Jay Fant

## Arthur Zachary Garcia (External Candidate)

(850)596-5412 azgarcia@gmail.com Cover Letter Resume

### Application

Status:

Country: United States

Attachments to be included in all Job Submissions: Submission Attachments 0 attached

Attachments Added After Submission: [Attach a document](#)

Vacancy Source: People First

Relatives: To your knowledge, do you have any relatives working in this agency? No

Right To First Interview: Not Applicable  
If you responded yes to the above statement, attach a copy of your official layoff letter applying for this vacancy.

Veteran Status: None of the Above

ARE YOU CURRENTLY EMPLOYED WITH THE AGENCY TO WHICH YOU ARE CURRENTLY APPLYING? No

HAVE YOU RECEIVED A PROMOTIONAL APPOINTMENT WITHIN THE CAREER SERVICE, SUBSEQUENT TO ACTIVE MILITARY SERVICE, WITH THE AGENCY TO WHICH YOU ARE APPLYING? No

People First Initial VP Review: No Selection

People First Eligible VP Category (if different): No Selection

Agency Final VP Eligibility Review: No Selection

Agency Final VP Category Determination: No Selection

### Background Information

A "yes" answer to these questions will not automatically bar you from employment relatedness, severity, and date of the offense in relation to the position you are applying for. [see 112.011, F.S.]

No



employment visa status (e.g. H-1B visa status)?

Do you have at least five (5) years of responsible private sector experience working fulltime in areas within the subject matter jurisdiction of the Office of Financial Regulation within the previous ten (10) years?

Yes

If you answered "yes" to the previous question, please elaborate on your experience. If no, please respond N/A.

I have lead Account Service operations departments at the 8th largest credit union in the US, been in retail branch management, collaborated with all areas of a financial institution during my tenure. I've worked for Banks and credit unions which has given me unique experience in their operations and regulations, additionally I ran my families business early in my career which helped to develop my leadership capabilities.

Do you have at least five (5) years of experience as a senior examiner or other senior employee of a state or federal agency having regulatory responsibility over financial institutions, finance companies, or securities companies within the previous ten (10) years?

No

If you answered "yes" to the previous question, please elaborate on your experience. If no, please respond N/A.

N/A

Periods of Employment

Alliant Credit Union

Operations Manager -Account Services

Details

Name of Employer Alliant Credit Union  
 Your Job Title Operations Manager -Account Services  
 Currently Employed No  
 Start Date 08/01/2015  
 End Date 04/04/2018  
 Hours Per Week 40  
 Employer's Address 11545 W. Touhy Ave  
 Supervisor's Name Scott Navarro  
 Supervisor's Phone Number 773-462-2000

Duties and Responsibilities Responsible for the oversight of our Accounts Services Division which consists of Membership opening and review, Account Maintenance, IRA/HSA services, Legal (Subpoenas, Levy's, and Garnishments), Document Imaging, Deceased Members policies and procedures, department audits and compliance, performance management, Tax Reporting, Hiring, Staff Development, Performance Improvement Operational process improvements. ACHIEVEMENTS: \* Implemented a program additional touch points to follow up with potential new members after initial application submission. \* Reviewed current HSA program and recognized areas of improvement led the initiative for changing the process. \* Reviewed annual renewal for Experia validation and recognized opportunities to reduce cost and saved organization \$7 Developed attendance policy for my department that was adopted by all of Operati recognized for my participation in improving the organizations Youth membership Teen membership product to improve application efficiency and members experie

Reason For Leaving Position Eliminated

Your name, if different during employment Zach Garcia



**TYNDALL FEDERAL CREDIT UNION**  
REGIONAL MANAGER

Details

|  |  |
|--|--|
| <b>Name of Employer*</b>                         | TYNDALL FEDERAL CREDIT UNION   |
| <b>Your Job Title*</b>                           | REGIONAL MANAGER   |
| <b>Currently Employed*</b>                       | No   |
| <b>Start Date*</b>                               | 01/01/2007   |
| <b>End Date*</b>                                 | 04/15/2015   |
| <b>Hours Per Week*</b>                           | 400  |
| <b>Employer's Address</b>                        | 838 s Tyndall Pkwy   |
| <b>Supervisor's Name</b>                         | Jamie Goodwin  |
| <b>Supervisor's Phone Number</b>                 | 850-769-9999   |
| <b>Duties and Responsibilities*</b>              | Responsible for the administration and efficient daily operation of two full service offices, including operations, lending, product sales, customer service, in accordance with credit unions objectives. Provided a superior level of customer relations, and promoted a service culture through coaching, guidance, and staff motivation; achieved big goals through referrals, and retention of account relationships. Managed all branch lending requests including: origination, processing, and closing. ACHIEVEMENTS: 130% of goal in new checking account growth in 2014 * Traveled on multiple occasions as an ambassador to represent the credit union to transitioning airmen from Ft. Lauderdale, Florida from Alamogordo, New Mexico. CONTINUED ... A RTHUR ZACHARAGE 2 * Reduced substantially overhead and operating costs by an average of 11% (\$25,000 avg.) through staff reduction, recognizing operational inefficiencies while maintaining the customer base and service level with low staff turnover from these offices. Planned and implemented new technology for better utilization of staff at multiple branches through video conferencing representatives. * Increased branches daily teller transaction productivity by 10% in comparison to peer group of retail branches similar in size through coaching supervisor on weekly employee work schedules. * Presented financial informational sessions as a Military Saves Youth Presenter since 2010 with a focus on military children the benefits and value of saving money early. Explained wants vs. needs regarding spending, also explained the benefits and pitfalls of credit cards and how to manage your long term credit file. * Acted as the primary point of contact to Tyndall Air Force Base organization, in relation to building lease, credit union participation on base and services opportunities. Participated in numerous community events annually on behalf of the credit union as a partner in the community. * Involved actively as a member of Military Affairs County Chamber of Commerce) * During my tenure was the highest region in the satisfaction scoring throughout the organization for the eight years of employment from the premiere banking school - Southwestern Graduate School of Banking at Methodist University. Received honors for Bank CEO senior year. |
| <b>Reason For Leaving*</b>                       | New manager changed leadership   |
| <b>Your name, if different during employment</b> | Zach   |

**WACHOVIA BANK**  
TELLER MANAGER / TELLER

Details

|  |  |
|--|--|
| <b>Name of Employer*</b>                         | WACHOVIA BANK  |
| <b>Your Job Title*</b>                           | TELLER MANAGER / TELLER  |
| <b>Currently Employed*</b>                       | No   |
| <b>Start Date*</b>                               | 01/01/2004   |
| <b>End Date*</b>                                 | 02/02/2007   |
| <b>Hours Per Week*</b>                           | 40   |
| <b>Employer's Address</b>                        |  |
| <b>Supervisor's Name</b>                         |  |
| <b>Supervisor's Phone Number</b>                 |  |
| <b>Duties and Responsibilities*</b>              | Responsible for the administration and daily operation of a 7 employee teller line service branch office. Provided a superior level of customer service while exceeding requirements of the bank, including operations, lending, product sales, customer service in accordance with the Bank's objectives. ACHIEVEMENTS: * Acted as a mentor/trainer for teller managers and tellers. * Implemented teller training for the branch's merger with SouthTrust to Wachovia. |
| <b>Reason For Leaving*</b>                       | Advancement  |
| <b>Your name, if different during employment</b> |  |

▼ **Formal Education**

**Southwestern Graduate School of Banking at Southern Methodist University**  
Dallas, Tx

▼ Details

|   |  |
|---|--|
| <b>Name of School*</b>                              | Southwestern Graduate School of Banking at Southern Methodist University |
| <b>Location*</b>                                    | Dallas, Tx   |
| <b>Start Date*</b>                                  | 05/23/2011   |
| <b>End Date</b>                                     | 06/07/2014   |
| <b>Course of Study</b>                              | BANK ADMINISTRATION; Asset; Underwriting Consumer Residential Mortgages  |
| <b>Degree Earned (transcripts may be required)*</b> | Other Degree Type  |
| <b>Credit Hours – Quarter</b>                       |  |
| <b>Credit Hours – Semester</b>                      |  |

▼ **Language Skills**

There are no items in this section.

▼ **License, Registration or Certification**

There are no items in this section.

▼ **Job-Related Training or Course Work**

There are no items in this section.

▼ **Knowledge, Skills and Abilities**

▼ Details

**Knowledge, Skills and Abilities**

Items per page : 10 ▼

Page  of 2

Zach Garcia  
1204 Tyndall Drive Panama City, FL 32401  
850-596-5412  
AZGARCIA@YMAIL.COM  
[www.linkedin.com/in/azachgarcia](http://www.linkedin.com/in/azachgarcia)

Dear Hiring Officer,

I have recently begun to seek a new position and hope you will take the opportunity to review my credentials in the event that you have a position for a candidate with my skills and experience.

My resume is available in my profile for your review or at the link below my e-mail address at the top of this page. It accurately details my education, work experience, and company successes. I am confident I am an excellent candidate for any position you believe matches my abilities and competence level. If you have problems accessing my information on-line do not hesitate to contact me at (850)596-5412.

I am willing to relocate to other areas for the right opportunity. The compensation package I am pursuing is a total package and I am willing to consider benefits, and other rewards in lieu of base salary.

I am available to discuss appropriate opportunities via telephone at (850)596-5412 or e-mail at [Azgarcia@ymail.com](mailto:Azgarcia@ymail.com).

Sincerely,

Zach Garcia

Panama City, Fl. 850-596-5412 azgarcia@ymail.com linkedin.com/in/azachgarda

## Zach Garcia

### Credit Union Operations/ Retail Branch Professional

A strategic and collaborative professional who's experienced in multiple areas of an organization from Branch Operations, Consumer Lending, and Back Office support. Having these opportunity to have been a leader in these areas of the organization has given me the ability to explain the significance of each roles impact to the organization and our members. I utilize my acquired skills of teambuilding and collaboration to develop high performing teams from sales roles, account opening teams and all roles within my leadership. I'm looking for a leadership role that will give me the ability to continue developing individuals in their careers, while improving corporate efficiencies and strategically building business plans to position our company for the future.

#### Professional Highlights

- \* One of the primary advisors in the sale of the 42,000 account HSA portfolio to a new HSA provider Health Equity within a 90 day timeline for execution. Activities included planning, and direct oversight of operational transition with the least impact to members and staff, ensured all aspects of the program were accounted for before, during, and at final sale, initial in person notification with key Select Employer Groups to explain sale and impact to them while answering questions and explaining reasoning for sale, created and administered electronic acceptance for member acknowledgement for transitioning to new provider, directed oversight of the 60 day trailing activity period and was the point of contact for all questions and resolutions.
- \* Reviewed annual Experian contract for address validation software and recognized opportunities to bring in line the users being charged. Level set actual users which was 150 less users annually, which provided an immediate cost reduction of \$7,500 annually beginning in 2016.
- \* Reviewed previous Health Savings Account program operation and recognized an area of improvement. Developed and led the initiative for changing the process, planned and monitored automated membership creation for Employer HSA account. Communicated with impacted Employer Groups of mutual benefits and transitioned HSA contributions from file post funding to direct ACH funding for contribution. This became a savings to Alliant of approximately 104 man hours annually.
- \* Implemented a program to add employee contact follow ups with new members after initial online application submission.
- \* Business stake holder for multiple project initiatives to improve operations or member experience via automation. Projects were secure electronic document upload, new member online application redesign, and account number change project.
- \* Developed, Presented, and Implemented a standardized call out policy that was utilized for our Operations division consisting of 60 employees. Received accolades from Human Capital regarding policy and was asked if they could utilize the framework of the policy for consideration in the employee handbook revision.
- \* Achieved 200% of annual goal in new checking account growth 593 accounts in 2014 compared to goal of 294 accounts.
- \* Increased branches daily teller transaction productivity by 10% in comparison to peer group of retail branches similar in size to 138%, through coaching supervisor on weekly employee work schedules.
- \* During my tenure was the highest region in member service satisfaction scoring throughout the organization for the eight years of employment.
- \* Acted as the liaison to Tyndall Air Force Base for the organization, in relation to building lease, credit union participation on Air Force base and sponsorship opportunities. Organized and led numerous events annually on behalf of the organization as a partner in the community.
- \* Piloted, assisted in planning and implementation of new technology at my branches for better utilization of staff at multiple branch locations through virtual video conferencing representatives.
- \* Reduced overhead spending and operating costs by 10% annually (\$25,000 avg.) through staff reduction, recognizing operational inefficiencies while improving the customer base and service level with low staff turnover from these changes.

#### Skills

- Management
- Strategic Planning
- Consumer Lending (Auto, Credit Card, Personal, HELOC)
- Underwriting (Consumer Lending)
- Procedure/ Process Improvement
- Eplsys/ Symlar
- Team Building
- Escalated Customer Issue Resolution
- NWMLS

Panama City, FL. 850-596-5412. azgarcia@ymail.com linkedin.com/in/azachgarcia

## Zach Garcia

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### Employment History

#### **Operations Manager, Account Services**

**Alliant Credit Union,**  
Chicago, IL USA

8/2015 - 4/2018

Leadership and Strategic direction of the Accounts Services group which consists of 1 direct report supervisor and 10 staff members handling transaction pertaining to New Online Memberships, Account Maintenance, IRA/HSA services, Legal Requests (Subpoenas, Levy's, and Garnishments), Document Imaging, and Deceased Memberships.

8th largest Credit Union in the United States, with \$10 billion in assets and 636,575 members.

#### **Regional Branch Manager**

**Tyndall Federal Credit Union,**

2/2007 - 4/2015

Responsible for the administration and efficient daily operation of two full service retail branch offices, including operations, lending, product sales, customer service, in accordance with the credit unions objectives. Provided a superior level of customer relations, and -promoted a sales and service culture through coaching, guidance, and staff motivation; achieved branch sales goals through referrals, and retention of account relationships. Managed all branch aspects of lending requests including: origination, processing, and closing

Panama City, FL USA  
A military founded credit union with 1.2 billion in assets and 114,538 members.

#### **Teller Supervisor**

**Wachovia Bank,**  
Panama City, FL USA  
North Carolina based Bank acquired by Wells Fargo in 2008.

8/2004 - 2/2007

Responsible for the daily operation of a 7 employee teller line at the largest full service branch office in the market. Provided a superior level of customer service while exceeding the referral requirements of the bank, including operations, lending, product sales, customer service, in accordance with the bank's objectives. Duties included vault cash balancing and ordering, coaching tellers, performance reviews, hiring, development actions, terminations, goal setting, and goal performance management.



Panama City, Fl. 850-596-5412 azgarcia@ymail.com linkedin.com/in/azachgarda

# Zach Garcia

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## Education

|   |  |      |
|---|--|------|
| Diploma   | Southwestern Graduate<br>School of Banking at<br>Southern Methodist<br>University,<br>Dallas, TX USA | 2010 |
| Bachelors in Business Administration<br>(In Progress) | Gulf Coast State College<br>Panama City, FL USA  | 2020 |